

FORT MEADE CLAIMS DIVISION

POV SHIPMENT CLAIMS

General Overview

The following guidelines should assist all claimants with missing or damaged items associated with their POV shipment. Please read these instructions carefully to ensure your claims submission is complete. This office will process and pay such claims from Department of the Army and Department of Defense personnel. Additionally, this office will initiate claims from other service personnel and then forward their claims to the appropriate service for adjudication or processing.

Preventive Actions

Please remember that the Personnel Claims Act (PCA) is not intended to act like a private insurance company. Anyone shipping a POV should take certain preventive actions, as many types of claims associated with POV's are not payable. While everyone should consider purchasing additional insurance, here are some alternative ways to protect your property and avoid losses.

First, due to claims system restrictions, all expensive equipment or accessories should be removed from the vehicle prior to shipment. Items like GPS devices, DVD players, CD's, cell phones, or loose audio equipment should be taken out of the vehicle and handled separately. If these types of items cannot be taken out of a car, the owner should create an inventory list. If possible, this inventory list should include the make, model, serial number, purchase price, and date of purchase or acquisition for each remaining item. A service member should also consider getting a disinterested third-party to sign the inventory list and annotate its accuracy. That said, please remember that it is almost always preferable to simply remove these types of items from the vehicle prior to shipment.

Second, and most importantly, all POV's should be thoroughly inspected prior to shipment. This inspection should list all preexisting scratches, dents, cracks, and damage to the vehicle. This inspection can be annotated on DD Form 788 and will help prevent any disputes over whether or not certain damages were preexisting conditions. Furthermore, before being turned over to the shipping personnel, all POV's should be completely clean and in good working order. Once again, this will help prevent any disputes over the condition of the vehicle prior to shipment.

Third, it is typically inadvisable to terminate the insurance on a shipped vehicle. There are several considerations associated with terminating insurance on a vehicle and such a decision should not be taken lightly. Before deciding to terminate insurance on a vehicle, a Soldier should contact their local claims office for further guidance. On a related note, Soldiers should also ensure that any relevant registration or decal requirements will not expire while the vehicle is being shipped.

Picking up a POV

Anyone picking up a POV should immediately conduct a thorough inspection and list all transit damages on DA Form 788. This inspection should be jointly conducted with an agent of the contractor, and it should be a very slow and methodical process. During this inspection, all parties involved should examine the interior, exterior, tires, and undercarriage of the vehicle. Additionally, if any items were left inside the vehicle during shipment, the owner should ensure they are still there.

Above all else, it is critically important to list all transit damages during this inspection, as any loss or damage not annotated during the inspection will require additional notifications and explanations further down the road. Essentially, when the owner signs DA Form 788, they are acknowledging that the document accurately describes the condition of the vehicle upon delivery. Therefore, no owner should sign the document until they are completely satisfied the listed information is correct.

However, if an owner does discover additional damages to their POV after delivery, they should immediately notify the nearest claims office. In these circumstances, a claimant should annotate the additional damage and/or missing item(s) on their copy of DD Form 788. A claimant can also use photographs to substantiate any new visible damages, as long as such pictures show the entire vehicle and damage area.

Two-Year Deadline

Claimants have 2 years from the date of delivery to file a POV claim. It is crucial that a claim be presented to a claims office within this timeframe. In fact, the failure to present a claim within 2 years may result in the denial of the claim.

Conclusion

Anyone shipping a POV needs to take a series of preventive actions to ensure they will be protected in the event of transit damages. If you have any questions over how to properly ship a POV, please remember that our office is here to help. For more information (or to schedule an appointment), feel free to can contact our office at 301-677-9898 or 301-677-9960.

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POV SHIPMENT CLAIMS CHECKLIST

_____ **DD Form 1842:** This is the basic claim form listing information regarding your claim. In Block 10, provide the dates, facts, and consequences that are the basis for your claim. This form should either be signed by the DOD member, or they should provide written authority for someone else to sign.

_____ **DD Form 1844:** This is the list of Property and Claims Analysis Chart. Please list all of your damages and repair costs.

_____ **DD Form 788:** This is the private vehicle shipping document.

_____ **Government Orders/Amendments:** Provide one legible copy of orders or other documentation that reflects the claimant's status.

_____ **Copy of Insurance Policy and/or Settlement from Insurance Company:** Although repair facilities do not normally charge fees for POV repair estimates, such a fee charge would generally be reimbursable.

_____ **Written Repair Estimates and Replacement Costs:** You must submit an estimate of repair and/or replacement for all damaged or missing property valued at \$100 or more. If an estimate says an item is damaged beyond repair, please also include a replacement cost. An acceptable replacement cost is typically a page from a store catalog or a statement from a business.

_____ **Estimate Fees:** Although repair facilities do not normally charge fees for POV repair estimates, such a fee charge would generally be reimbursable.

_____ **Power of Attorney:** Required if someone other than the DoD member signed DD Form 1842.

_____ **Proof of Ownership:** If a claim involves a POV, a copy of either the title or registration should be provided.

_____ **CEFT Input Information:** For prompt payment, please provide us with CEFT information.